



Call in your concerns!

Hartford 3-1-1 Call Center is a division of the Management and Budget Department. The Hartford 3-1-1 Call Center provides a streamlined, integrated and secure way to report, track and resolve concerns or issues people may have with city services; and centralize the process of collecting and sharing data.

Before the Hartford 3-1-1 Call Center was created in July 2006, callers had to navigate through a myriad of listings in the Blue Pages to figure out which department to call. Then, due to staffing restrictions, they would often reach a voicemail box. Now, with the Hartford 3-1-1 Call Center, callers are greeted by a professionally-trained call service representative and in 90% of the past fiscal year calls, had their questions answered or issues resolved right away. The Hartford 3-1-1 Call Center staff endeavors to answer questions and when required, create "cases" to be resolved by city departments. In some more complicated situations, the staff of Management and Budget intervenes to assist in case resolution.

Hartford 311 Call Center
(860) 757-9311